



9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210

August 7, 2019

Aubrey Waters
Procurement Officer
Kansas Procurement and Contracts
900 SW Jackson, Suite 451-South
Topeka, Kansas 66612-1286
Emailed to: Aubrey.Waters@ks.gov

Adam Proffitt
State Medicaid Director
Kansas Department of Health and Environment-Division of Health Care Finance
900 SW Jackson Ave, Suite 900 North
Topeka, KS 66612
Emailed to: Adam.Proffitt@ks.gov

RE: Contract number 45081 – Response to Notice of Complaint to Vendor dated July 24, 2019

Dear Ms. Waters and Mr. Proffitt,

Please accept this letter as well as the attached spreadsheet as Aetna Better Health of Kansas, Inc.'s corrective action plan in response to the Notice of Complaint to Vendor dated July 24, 2019 that included a spreadsheet with 11 state concerns and a cover letter requesting this corrective action plan.

Aetna values its relationship with the State of Kansas and appreciates this opportunity to address the State's concerns related to the implementation of our new contract with the State. As you will see in our corrective action plan, several State concerns have been resolved and the State should find Aetna in compliance going forward. Many of the other State concerns are well on their way to being brought into compliance and we look forward to demonstrating to the State our commitment to contract compliance and serving the KanCare beneficiaries.

This document will demonstrate our compliance. Therefore, it is critical that it contain all deficiencies and that Aetna and the State agree in advance what success looks like. To that end we have articulated with specificity the known deficiency for each State concern, however, if we have not identified something, please let us know. In addition, we have been very intentional to define what success looks like and when we have committed to the State we can get to that stage. Should any changes be needed to our response, we respectfully request that an in-person meeting be scheduled.

Our enterprise is fully committed to successfully completing our action items and achieving compliance. We value the opportunity to improve the health of Kansans through continuing to work with the State serving members in the KanCare program.

Sincerely,

A handwritten signature in blue ink, reading "Keith L. Wisdom". The signature is fluid and cursive, with the first name "Keith" and last name "Wisdom" clearly legible.

Keith Wisdom
Chief Executive Officer
Aetna Better Health of Kansas